

## FY20 DTS Rates

Service Description	FY20 Rate	Unit
<b>Application Services</b>		
Tier 1	\$67.80	Hour
Tier 2	\$85.13	Hour
Tier 3	\$95.28	Hour
Tier 4	\$107.23	Hour
Master Engineer/Consultant/Other	SBA	
<b>Communication Services</b>		
Telephone Technician Labor	\$78.06	Hour
Universal Telecom Rate	\$32.86	Line/Month
Long Distance	\$0.06	Minute
1-800 Usage	\$0.041	Minute
Jabber	\$4.99	User/Month
Other Voice Services	Cost + 10%	
International Long Distance	Cost + 10%	
IP Contact Center	\$18.90	Core License/Month
Call Management System	SBA	
<b>Desktop Services</b>		
Desktop Support	\$69.21	Device/Month
Mobile Support	SBA	
On-Call Support	Actual Cost	
Google Enterprise (Includes Email)	\$10.61	Acct/Month
Software Resale	Cost + 6%	
Virtual Applications	SBA	
<b>Hosting Services</b>		
Oracle Database Hosting Core Model	\$1,226.06	Core/Month
Oracle Database Hosting Shared Model	\$21.37	GB/Month
SQL Database Hosting Core Model	\$542.23	Core/Month
SQL Database Hosting Shared Model	\$10.74	GB/Month
Database Consulting	\$85.13	Hour
System Administration	\$314.56	OS/Month (or Cloud instance****)
Processing (CPU)	\$32.94	CPU/Month
Memory	\$4.93	GB/Month
Storage	\$0.069	GB/Month
Back-up & Archive Storage	\$0.1167	GB/Month
File-Share	\$0.069	GB/Month
Network Attached Storage	N/A	GB/Month
Object Storage	\$0.0198	GB/Month
Shared Application Hosting	N/A	Instance/Hour
Shared Application Hosting on Prem	\$51.92	Instance/Month
Shared App Hosting Cloud Sys Admin	\$24.79	Instance/Month
Cloud Hosting	Cost + 19%	
Other Hosting Services	SBA	
Data Center Rack Space - Full Rack	\$500.00	Rack/Month
Data Center Rack Space - Rack U	\$16.67	Rack U/Month

Service Description	FY20 Rate	Unit
<b>Mainframe Computing</b>		
Mainframe Disk	\$0.0059	MB/Month
Mainframe Tape	\$0.0008	MB/Month
Mainframe Consulting	\$85.13	Hour
Mainframe Computing	SBA	
***Assumptions include wage increases of 2% and health/dental increases of 5.3%.		
Network Services	\$50.89	Device/Month
<b>Network IoT (FY20 NEW)</b>	\$9.82	Connection/Month
Network Services - 10 GB	\$203.56	Connection/Month
Network Services - Other State Agencies	\$55.60	Device/Month
Other Network Services	Cost + 10%	
Misc. Data Circuits	Cost + 10%	
Security	\$24.25	Device/Month
Other Security Services	SBA	
Security Assessment & Remediation	See Table	See Table
<b>Print Services</b>		
High Speed Laser Print	\$0.0459	Image
Other Print Services	Cost + 10%	
<b>Miscellaneous</b>		
DTS Consulting Charge	\$85.13	Hour
<b>Saas/Cloud Hourly (New FY20 &amp; FY21)</b>	<b>\$96.78</b>	<b>Hour</b>
<b>Consultant Services (New FY20 &amp; FY21)</b>	<b>Cost +3%</b>	<b>Hour</b>
<b>AGRC Services</b>		
GPS Subscriptions	\$600.00	Subscription/Year
AGRC Plots (AGRC)	\$6.00	Linear Foot
GIT Professional Labor	See Application Services Table	

FY20 APPLICATION MAINTENANCE TIERS		
<b>Rate by Tier</b>		
Tier 1		\$67.80
Tier 2		\$85.13
Tier 3		\$95.28
Tier 4		\$107.23
<b>Tier Definitions</b>		
BUSINESS ANALYST		<b>Tier 1</b>
INFORMATION ANALYST I		<b>Tier 1</b>
INFORMATION ANALYST II		<b>Tier 1</b>
IT ANALYST I		<b>Tier 1</b>
SENIOR BUSINESS ANALYST		<b>Tier 1</b>
TECHNICAL SUPPORT SPEC I		<b>Tier 1</b>
INFORMATION TECHNOLOGY PROJECT MANAGER		<b>Tier 2</b>
IT ANALYST II		<b>Tier 2</b>
TECHNICAL SUPPORT SPEC II		<b>Tier 2</b>
TECHNICAL SUPPORT SPECIALIST III		<b>Tier 2</b>
BUSINESS ANALYST SUPERVISOR		<b>Tier 3</b>
INFORMATION ANALYST SUPERVISOR		<b>Tier 3</b>
INFORMATION TECHNOLOGY MANAGER I		<b>Tier 3</b>
INFORMATION TECHNOLOGY SENIOR PROJECT MANAGER		<b>Tier 3</b>
IT ANALYST III		<b>Tier 3</b>
IT MANAGER I		<b>Tier 3</b>
INFORMATION TECHNOLOGY MANAGER II		<b>Tier 4</b>
IT ARCHITECT		<b>Tier 4</b>
<b>Application Maintenance Non-Tiered Rate Titles</b>		
IT MASTER ENGINEER		<b>SBA</b>
ELECTRONIC BUSINESS PROJECT MANAGER		<b>SBA</b>
IT OPERATIONAL EXCELLENCE CONSULTANT		<b>SBA</b>
CONSULTANT		<b>SBA</b>
INTERN		<b>SBA</b>
DIVISION DIRECTOR, TECHNOLOGY SERVICES		<b>Non-Billable</b>
INFORMATION TECHNOLOGY DIRECTOR		<b>Non-Billable</b>

FY20 Security Assessment and Cyber Insurance Rates		
Group	Servers	Annual Cost
Limited Agencies	0 - 4	\$12,500.00
Small Agencies	5-34	\$25,000.00
Medium Agencies	35-84	\$50,000.00
Large Agencies	85+	\$100,000.00